

Eurofins Environment Testing Finland Privacy Policy and Customer Information

This document provides the information required to be provided on a privacy policy and information to the customer or their representatives regarding the processing of personal data.

1. Controller

Eurofins Environment Testing Finland, including the following companies:

- Eurofins Environment Testing Finland Oy, business ID: 2752292-5, Niemenkatu 73, 15140 Lahti, Finland, www.eurofins.fi
- Eurofins Ahma Oy, business ID: 0227583-3, Teollisuustie 6, 96320 Rovaniemi, www.eurofins.fi
- Eurofins Nab Labs Oy, business ID: 0283126-2, Nuottasaarentie 17, 90400 Oulu, Finland, www.eurofins.fi
- Eurofins Labtium Oy, business ID: 2128301-1, Poikajuntintie 34, 99600 Sodankylä, Finland, www.eurofins.fi
- Eurofins bestLab Oy, business ID: 2758493-1, Myllärinkatu 19, 65100 Vaasa, www.eurofins.fi
- Eurofins Contesta Oy, business ID: 3494396-3, Porraskuja 1, 01740 Vantaa, www.eurofins.fi

2. The contact person responsible for customer registry matters

For further information on the personal data contained in the customer register and on the processing thereof, please contact the controller, either by post (see address in section 1) or by e-mail at myynti@etn.eurofins.com

3. Name of the register

Eurofins Environment Testing Finland's customer management register.

4. Purposes and legal basis for the use of personal data

Customer data may be processed for the following purposes:

- Customer relationship management and development
- Customer event registration and attendance data and, where relevant, information on catering choices
- Verification of customer transactions, including payment transaction data
- Sale of services
- Marketing, including electronic direct marketing
- Financial management tasks, such as managing payments
- Contract management
- Statistics and analytics
- Market research and public opinion polling
- Processing customer feedback and responding to customer complaints
- Other similar purposes related to customer relationship management

The processing of personal data is based on the controller's legitimate interest in managing its customer relationships, maintaining customer relations and marketing and selling its services. The processing of the customer's personal data is necessary and customary for managing contractual relationships with organisational and individual customers.

Electronic direct marketing is primarily based on an existing or previous customer relationship. For other individuals, electronic direct marketing is based on the person's consent.

5. Data content of the register and storage principles

The register contains the following data (to the extent existing/known and necessary for each purpose):

- Name
- Phone number
- E-mail address
- Postal and/or visiting address of the organisation or individual customer
- Business ID
- Customer number
- Information on any links with other customers or organisations
- Customer offer and contract information (previous and current, if any)
- Customer order, usage and payment transaction data related to services, including any default and payment collection data.
- Customer feedback received, including any complaints, and other customer communications.

The data in the customer management register may only be used for the purposes defined for it. The data may also be used for the planning and statistical needs of the controller and for internal reporting purposes.

As a main rule, the customer's personal data are stored for the duration of the customer relationship and for three (3) years after the end of the customer relationship. Personal data relating to the customer relationship may be deleted prior to this time at the request of the data subjects and in case the customer wishes to make changes to their details of their contact person. Please note that organizational customers must always keep their contact information up to date.

6. Regular sources of information

Information about our customers is regularly obtained from the following sources:

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- Contact details and other basic information from the individuals themselves or from a representative of the organisation they represent.
- Business information registers or other similar private or public registers.
- The website or other publicly available information sources of an existing or potential new customer. Additionally, information may be obtained from other sources only with the explicit consent of the data subject or their representative.

7. Regular disclosures and transfers of data outside the EU or the European Economic Area.

Eurofins Environment Testing Finland uses subcontractors for the processing of personal data, in particular for the following purposes: (i) to carry out an assignment, for example, the analysis of samples by an external service provider, (ii) reporting relating to assignments, (iii) to invoice an assignment or (iv) to send customer feedback. The subcontractors we use are committed to complying with the General Data Protection Regulation ("GDPR") and other applicable legislation and have agreed with us on the conditions and confidentiality of the processing of personal data as required by the GDPR.

As a rule, personal data are not transferred outside the European Union or the European Economic Area. However, within the limits and safeguards allowed by the EU General Data Protection Regulation, data may in some cases also be transferred outside the EU or EEA for processing on behalf of the controller. The controller ensures that all data transfers comply with the applicable data protection legislation, and that the transferred data are properly secured.

8. Rights of the data subject

Right of access and rectification

- The data subject has the right to review the information stored about them in the register. The data subject also has the right to receive a copy of their personal data.
- If there are deficiencies or errors in the registered data, the data subject may submit a specific and justified request of rectification to the contact person responsible for customer registry matters, as indicated in this policy.
- The controller shall, on its own initiative or at the justified request of the data subject, delete, rectify or complete, without undue delay, any inaccurate, incomplete or outdated data contained in the register.

Right to erasure (the so-called right to be forgotten) and restriction of processing

- Data subjects have the right to request the erasure of their personal data in certain circumstances, for example if the data are no longer needed for the purpose for which they were originally collected or if the processing is based on consent which the data subject wishes to withdraw. Alternatively, the data subject may also request restriction of their personal data in situations specified by law if they do not wish for the data to be deleted.

Right to object to processing

- The data subject has the right to object to the controller processing data relating to them for the purposes of direct marketing, distance selling and other direct marketing, market research and public opinion polling.

Right to withdraw consent and object to the processing of personal data

- If the processing of personal data is based solely on consent, the individual has the right to withdraw their consent to the processing of personal data by notifying Eurofins Environment Testing Finland thereof.
- When the processing of personal data is based on a legitimate interest of the controller (the primary basis), the customer has the right to object to the processing of their personal data. Such an objection will lead to the erasure of the data unless the controller has compelling reasons to retain the data despite the individual's objection.

Right to file a complaint with a supervisory authority

- The data subject has the right to file a complaint with supervisory authorities if they believe that their rights have been violated under the GDPR.
- However, in the first instance, please contact Eurofins Environment Testing Finland directly to seek clarification in the matter.

Exercising rights

- Any communication concerning the exercise of data subjects' rights must be made in writing and signed and addressed to the postal address of the controller indicated in this notice or by e-mail to myynti@etn.eurofins.com

This privacy policy was last updated on 26.3.2025.